

Visitor Information Specialist

Reports to: Deputy Director

Classification: Non-exempt, Part-Time, Temporary

Salary: \$16.00 per hour

About Hoyt Arboretum Friends

Hoyt Arboretum Friends is a nonprofit organization that works to maintain and improve Hoyt Arboretum for all people through advocacy, resources, awareness, and education. Hoyt Arboretum, a 189-acre living museum of trees located in Portland's Washington Park, is a center for outdoor recreation, botanical education, family-friendly activity, and conservation research. Hoyt Arboretum is also a free public park where all people can take part in the mental, spiritual, and physical enrichment that green outdoor spaces can offer.

Hoyt Arboretum Friends prioritizes providing access and a welcoming environment to people of all backgrounds and is committed to placing diversity, equity, accessibility, and inclusion at the core of all we do. With that commitment, we strive to strengthen the intersection between environmental protection and environmental justice for those who have been historically marginalized in outdoor spaces and the natural sciences. More information about our DEAI efforts can be found at hoytarboretum.org/about/hoyt-arboretum-friends.

Position Summary

Hoyt Arboretum Friends seeks a part-time **Visitor Information Specialist** to provide information to the public and to promote a positive experience for all visitors. Hoyt Arboretum's Visitor Center (currently operating at an outdoor kiosk) is the first place visitors go to learn about Hoyt Arboretum's tree collection and trail system. The Visitor Information Specialist will deliver exceptional customer service by greeting and engaging with visitors, providing recommendations for their visit to Hoyt Arboretum, and assisting them with retail purchases. The Visitor Information Specialist is an in-person role that requires availability on weekends and holidays from May through October.

Essential Duties & Responsibilities

- Visitor Services:
 - Create a welcoming atmosphere for visitors
 - Answer questions and offer recommendations for visiting Hoyt Arboretum and other cultural institutions around Washington Park
 - Provide information about Hoyt Arboretum's programs and activities, as well as referring inquiries to other staff as appropriate
- Retail Services:
 - Open and close the Visitor Center (or outdoor kiosk)
 - Monitor the appearance of the retail space; clean and straighten as needed
 - Complete retail purchase transactions using the point-of-sale system (cash register) in a friendly and expedient manner
 - Keep Deputy Director apprised of sales trends and low inventory

Preferred Skills & Experience

- Willingness to share enthusiasm and knowledge about Hoyt Arboretum with visitors
- General knowledge of trees and plants, Hoyt Arboretum's trail system, other Washington Park attractions, and the desire to learn more
- Good verbal communication skills; the ability to communicate effectively with people from a variety of backgrounds
- Customer service and/or retail experience; comfortable with point-of-sale systems (or willingness to learn)
- Comfortable working on your feet (sometimes outdoors) with some bending and occasional lifting
- Must pass a background check

Compensation

This is a temporary, seasonal hourly position paying \$16.00/hour. The schedule will generally be Saturdays and Sundays (and holidays) from 9:45 AM to 3:15 PM (with some variation) for a total of 10-12 hours per week from May through October.

Application Information

Email your cover letter and resume to info@hoytarboretum.org. Please include "Visitor Information Specialist" in your email subject. No phone calls, please.

Application review will begin on April 26.

Hoyt Arboretum Friends is an equal opportunity employer committed to a diverse, multicultural work environment. This job description is not all inclusive and may be amended.

Hoyt Arboretum Friends

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